

Summary of Customer Satisfaction Survey Results: Certified Water Works Operators

Prepared for:

**Washington State Department of Health
Office of Drinking Water**

By:

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I. BACKGROUND AND METHODOLOGY

BACKGROUND

In early 2004, the Washington State Department of Health, Office of Drinking Water (ODW), contracted with Barney & Worth (consultant) to complete a customer satisfaction survey targeting two specific ODW Operator Certification Program audiences: public water system owners and certified water works operators (certified operator). Both surveys were designed to elicit feedback from respondents regarding the current quality of ODW outreach and communications, and to identify areas for future improvement. This report provides an overview of certified **operator** responses.

The *Summary of Results: Public Water System Owners Customer Service Survey*, completed April 2004) is available under separate cover.

METHODOLOGY

The consultant and ODW staff met on several occasions to shape the nature and content of the Certified Water Works Operator survey, based on lessons learned from the previously issued Public Water System Owner survey. A summary of key survey characteristics and decision points is provided below. A copy of the survey is included in the appendix.

- ODW mailed surveys to every one of its “certified operator” customers (3,820 total), rather than picking a “sample” population. This was done for two reasons: 1) to ensure all operators were given a voice; and 2) because the survey was designed to both seek and provide information.
- ODW provided “self-addressed, postage-paid” return envelopes to increase the response rate.
- The survey was also offered on the web as a time and cost saving effort for customers.
- The survey provided an opportunity to rate customer satisfaction with services provided by the Water Works Operator Certification Program, Office of Drinking Water and Certification Services, Washington Environmental Training Center (WETRC).

Additional methodological information is provided in section IV, “Question-Specific Results.”

II. OVERVIEW OF RESULTS

Individual survey questions are analyzed in Section III, Question-Specific Results. Key findings include the following:

- A total of 3,820 surveys were distributed, and 1,073 were returned, for a total response rate of just over 28%. The Public Water System Owner Customer Satisfaction Survey had a response rate over 50%. The operator survey may have had a lower response rate due to overlap, with some customers serving as both owner and certified operator. In those cases, the respondent may have felt the second survey was redundant and therefore opted not to respond. Nonetheless, the number of certified operator survey respondents is sufficient to interpolate results.
- A majority of respondents (70%) have been certified for more than three years. This may explain why such a high number of respondents (91%) indicate they have an “average” or better understanding of program requirements.
- The following provides a break-down of the percentage of respondents indicating an “average” or better understanding of various Operator Certification components:
 - Exam Application and Deadlines (90%)
 - Renewal Process and Deadlines (90%)
 - Who to Contact with Certification Program Questions (86%)
 - Professional Growth Reporting Deadlines (84%)
 - Who to Contact with Professional Growth Questions (81%)
 - Relevancy Requirements for Operator Training (81%)
- The following provides a break-down of the percentage of respondents indicating a level of satisfaction of “average” or higher relating to various Operator Certification Program communication and outreach efforts:
 - Water Tap News Articles (94%)
 - Exam Application and Instructions (94%)
 - Certification Renewal Notice (90%)
 - Toll-free Telephone Line (90%)
 - Certification Program Guidelines (86%)
 - Professional Growth Completion Notification (80%)
 - Professional Growth Reminder Notification (80%)
 - Operator Certification Web Site (62%)
- Staff at both the Office of Drinking Water Operator Certification Program *and* WETRC received high marks for the promptness with which they respond to certified operators’ inquiries. Approximately 88% of respondents say the promptness of Operator Certification staff responses to their inquiries is “average” or better. 84% of respondents said the same for staff at the Washington Environmental Training Center.

- Operator Certification and WETRC staff also rated highly with regard to the “quality of assistance provided.” Roughly 90% of respondents say the quality of assistance provided by Operator Certification staff is “average” or better, and 84% of respondents rated the quality of assistance provided by WETRC “average” or above.
- Approximately 98% of respondents characterized survey “ease of completion” as average or better.
- As part of the certified operator survey, Certification Program staff asked respondents if they were aware of or familiar with a number of specific outreach efforts / program requirements. The following provides a breakdown of those findings by showing the topic and percent of respondents indicating they were aware:
 - Did you know that you, as a certified operator, are responsible for including your certification number (the number issued on your wallet card) on all rosters for training courses you attend?
(91%)
 - Did you know you need to notify the Operator Certification Program in writing of changes to your home mailing address?
(68%)
 - Did you know you should ask the training sponsor to confirm whether or not the training has been approved for Continuing Education Units (CEU) by WETRC?
(60%)
 - Did you know all distance education training must be pre-approved through WETRC?
(47%)
 - Did you know that you must request the Approval and Examination Procedure from WETRC before enrolling in any distance education training?
(42%)

III. QUESTION-SPECIFIC RESULTS

Results and analysis from individual survey questions are provided below. Each subsection includes the original survey question, a summary table displaying a tabulation of results and a brief interpretation of responses. Tabulations include the sum total of responses received from both the hard copy and electronic versions of the survey.

The total percentage of each response has been calculated for all available options for each question, based on the total number of responses received for that specific question. Calculations were made in this way to reflect a “dual” survey design. Whereas all electronic submitters were required to complete each field, respondents completing the hard-copy survey did not necessarily complete every question or may have, in some cases, given more than one response for one or more questions. By basing an individual response option’s percentage on the individual question’s total number of responses, the analyst is able to more accurately assess respondents’ ranking of a particular topic. Nonetheless, in the tabulations table for each question, the author has provided both a number and percent of persons “not responding” and identified questions where these figures are important to note. The total number of persons “not responding” was obtained by subtracting the number of responses received for a particular question from the total number of surveys received.

Finally, it is worth noting that percentages have been rounded to the nearest percentage point (e.g. 8.14% = 8%; 35.65% = 36%). Where the total percentage was found to exceed or fall short of a full 100% response rate for any particular question, the individual response furthest away from the next percentage point was rounded down or up to provide an even 100%.¹

A summary of each question is provided below, in the order each appeared in the original survey.

QUESTION #1: LENGTH OF TIME OPERATOR CERTIFIED

How long have you been certified in the Washington Water Works Operator Certification Program?		
Response Options	Total Responses	Percent of Responses
Less than 1 year	81	7
1 – 3 years	242	23
More than 3 years	750	70
Total Number of Responses	1073	100

- The majority (70%) of certified operators responding to this survey have been certified for at least three years. Only 7% had become certified in the last year.
- The high percentage of respondents indicating they have been certified for multiple years suggests a high degree of familiarity with the program.

¹ When rounding, the total percentage may sometimes fall below or exceed the 100% total due to a prevalence of individual percentages above or below the .5% cut-off. To rectify this incongruence, it is sometimes necessary to round an individual response up or down to reach a clean 100% total. For example, if an additional 1% is needed to reach 100% total for a specific question, and there are two “mid-range” responses such as 14.44% and 14.48%, the 14.48% response would be rounded to 15%. This technique simplifies the review of response results without significantly impacting analysis.

QUESTION #2 A: EXAM APPLICATION PROCESS AND DEADLINES

How would you rate your understanding of the following Operator Certification Program components? Please score all items below, A through F, by filling-in one (1) bubble for each item:

Exam Application Process and Deadlines

Response Options	Total Responses	Percent of Responses
5 (Completely Understand)	416	39
4	320	30
3	202	19
2	44	4
1 (Do Not Understand at All)	28	3
Not Sure	63	5
Total Number of Responses	1073	100

- Nearly 88% of respondents indicated they had an “average” or better understanding of the Certification Program exam application process and associated deadlines.
- About 7% of certified operators feel their understanding of the exam application process is below average. Another 5% weren’t sure how to gauge their level of understanding.

QUESTION #2 B: RENEWAL PROCESS AND DEADLINES

How would you rate your understanding of the following Operator Certification Program components?

Renewal Process and Deadlines

Response Options	Total Responses	Percent of Responses
5 (Completely Understand)	473	44
4	330	31
3	168	16
2	63	6
1 (Do Not Understand at All)	11	1
Not Sure	28	2
Total Number of Responses	1073	100

- 91% of respondents feel they have an “average” or better understanding of the Certification Program renewal process and associated deadlines.
- About 7% of respondents feel they have a “below average” or worse understanding of the renewal process and associated deadlines.

QUESTION #2 C: WHO TO CONTACT WITH CERTIFICATION PROGRAM QUESTIONS

How would you rate your understanding of the following Operator Certification Program components?

Who to Contact with Certification Program Questions

Response Options	Total Responses	Percent of Responses
5 (Completely Understand)	450	42
4	299	28
3	174	16
2	71	7
1 (Do Not Understand at All)	34	3
Not Sure	45	4
Total Number of Responses	1073	100

- 86% of respondents indicated an “average” or better understanding of who to contact with Certification Program questions.
- 10% respondents have a “below average” or worse understanding regarding whom they should contact with Certification Program questions.

QUESTION #2 D: RELEVANCY REQUIREMENTS FOR OPERATOR TRAINING

How would you rate your understanding of the following Operator Certification Program components? Please score all items below, A through F, by filling-in one (1) bubble for each item:

Relevancy Requirements for Operator Training

Response Options	Total Responses	Percent of Responses
5 (Completely Understand)	297	28
4	307	28
3	259	25
2	120	11
1 (Do Not Understand at All)	54	5
Not Sure	36	3
Total Number of Responses	1073	100

- Some 81% percent of respondents feel they have a good grasp of relevancy requirements.
- Around 16% of respondents feel they have a “below average” understanding or do not understand relevancy requirements for operator training.

QUESTION #2 E: PROFESSIONAL GROWTH REPORTING DEADLINES

How would you rate your understanding of the following Operator Certification Program components?

Professional Growth Reporting Deadlines

Response Options	Total Responses	Percent of Responses
5 (Completely Understand)	422	39
4	285	27
3	196	18
2	83	8
1 (Do Not Understand at All)	49	5
Not Sure	38	3
Total Number of Responses	1073	100

- 84% of respondents report having an “average” or better understanding of Professional Growth reporting deadlines.
- Approximately 13% of respondents indicate a “below average” or no understanding of Professional Growth reporting deadlines.

QUESTION #2 F: WHO TO CONTACT WITH PROFESSIONAL GROWTH QUESTIONS

How would you rate your understanding of the following Operator Certification Program components?

Who to Contact with Professional Growth Questions

Response Options	Total Responses	Percent of Responses
5 (Completely Understand)	419	39
4	242	23
3	206	19
2	99	9
1 (Do Not Understand at All)	53	5
Not Sure	54	5
Total Number of Responses	1073	100

- 81% of respondents feel they have an “average” or better understanding of who to contact with Professional Growth questions.
- About 14% of respondents indicate they have “below average,” or “no understanding” of who to contact with Professional Growth questions.

QUESTION #3 A: EXAM APPLICATION AND INSTRUCTIONS

Please rate your level of satisfaction with the following Operator Certification Program communications and information sources. Please score all items A through H:

Exam Application and Instructions

Response Options	Total Responses	Percent of Responses
5 (Highest Level of Satisfaction)	324	30
4	365	34
3	216	20
2	49	5
1 (Lowest Level of Satisfaction)	26	2
Not Sure	93	9
Total Number of Responses	1073	100

- Over 64% of respondents said their level of satisfaction with exam applications and instructions was “outstanding” or “above average.” A total of 84% say their level of satisfaction is “average” or better.
- Nearly 9% of respondents did not give a rating for this question.

QUESTION #3 B: CERTIFICATION PROGRAM GUIDELINES

Please rate your level of satisfaction with the following Operator Certification Program communications and information sources.

Certification Program Guidelines

Response Options	Total Responses	Percent of Responses
5 (Highest Level of Satisfaction)	277	26
4	389	36
3	253	24
2	78	7
1 (Lowest Level of Satisfaction)	34	3
Not Sure	42	4
Total Number of Responses	1073	100

- 86% of respondents rate their level of satisfaction with Certification Program guidelines as “average” or better.
- 10% of respondents rate their level of satisfaction with Certification Program guidelines as “below average” or worse. Fewer than 4% marked “not sure.”

QUESTION #3 C: CERTIFICATION RENEWAL NOTICE

Please rate your level of satisfaction with the following Operator Certification Program communications and information sources.

Certification Renewal Notice

Response Options	Total Responses	Percent of Responses
5 (Highest Level of Satisfaction)	434	40
4	322	30
3	191	18
2	56	5
1 (Lowest Level of Satisfaction)	27	3
Not Sure	43	4
Total Number of Responses	1073	100

- Approximately 88% of respondents have an “average” or better level of satisfaction with regard to the Certification renewal notice.
- 8% of respondents indicate their level of satisfaction with the Certification renewal notice is “below average.”

QUESTION #3 D: TOLL-FREE TELEPHONE LINE

Please rate your level of satisfaction with the following Operator Certification Program communications and information sources.

Toll-Free Telephone Line

Response Options	Total Responses	Percent of Responses
5 (Highest Level of Satisfaction)	432	40
4	235	22
3	169	16
2	54	5
1 (Lowest Level of Satisfaction)	54	5
Not Sure	129	12
Total Number of Responses	1073	100

- 78% of respondents indicate an “average” or better level of satisfaction with regard to the Certification Program toll-free telephone line.
- 10% of respondents indicate a “below average” or worse level of satisfaction regarding the toll-free telephone line, and another 12% did not provide an opinion.

QUESTION #3 E: OPERATOR CERTIFICATION WEB SITE

Please rate your level of satisfaction with the following Operator Certification Program communications and information sources.

Operator Certification Web Site

Response Options	Total Responses	Percent of Responses
5 (Highest Level of Satisfaction)	226	21
4	216	20
3	224	21
2	87	8
1 (Lowest Level of Satisfaction)	45	4
Not Sure	275	26
Total Number of Responses	1073	100

- 62% of respondents indicate an “average” or better level of satisfaction with the Operator Certification web site, while 12% said their level of satisfaction was “below average.”
- Some 26% of respondents marked “not sure,” which may be due to their not having accessed the web site.

QUESTION #3 F: PROFESSIONAL GROWTH COMPLETION NOTIFICATION

Please rate your level of satisfaction with the following Operator Certification Program communications and information sources.

Professional Growth Completion Notification

Response Options	Total Responses	Percent of Responses
5 (Highest Level of Satisfaction)	365	34
4	284	26
3	194	18
2	96	9
1 (Lowest Level of Satisfaction)	53	5
Not Sure	81	8
Total Number of Responses	1073	100

- 78% of respondents say their level of satisfaction with regard to Professional Growth completion notification is “average” or better.
- 14% of respondents indicate a “below average” level of satisfaction with the Professional Growth completion notification.

QUESTION #3 G: PROFESSIONAL GROWTH REMINDER NOTIFICATION

Please rate your level of satisfaction with the following Operator Certification Program communications and information sources.

Professional Growth Reminder Notification

Response Options	Total Responses	Percent of Responses
5 (Highest Level of Satisfaction)	343	32
4	301	28
3	199	19
2	82	8
1 (Lowest Level of Satisfaction)	61	5
Not Sure	87	8
Total Number of Responses	1073	100

- Approximately 79% of respondents indicate an “average” or higher level of satisfaction with regard to the Professional Growth reminder notification.

QUESTION #3 H: WATER TAP NEWSLETTER ARTICLES

Please rate your level of satisfaction with the following Operator Certification Program communications and information sources.

Water Tap Newsletter Articles

Response Options	Total Responses	Percent of Responses
5 (Highest Level of Satisfaction)	538	50
4	333	31
3	147	13
2	18	2
1 (Lowest Level of Satisfaction)	19	2
Not Sure	18	2
Total Number of Responses	1073	100

- 94% of respondents say their level of satisfaction with Water Tap newsletter Articles is “average” or higher rating their level of satisfaction as “average” or better.

QUESTION #4: PROMPTNESS OF RESPONSE (OPERATOR CERTIFICATION PROGRAM STAFF)

Overall, how would you rate the promptness of responses to your inquiries and/or requests by Operator Certification Program staff at the Office of Drinking Water?

Response Options	Total Responses	Percent of Responses
Extremely prompt	192	18
Above average	459	43
Average	290	27
Below average	37	3
Not prompt at all	16	2
Not sure	79	7
Total Number of Responses	1073	100

- 88% of respondents say they have an “average” or better level of satisfaction with regard to the promptness with which Operator Certification Program staff respond to their inquiries and/or requests.

QUESTION #5: QUALITY OF ASSISTANCE (OPERATOR CERTIFICATION PROGRAM STAFF)

Overall, how would you rate the quality of assistance provided by the Operator Certification Program staff at the Office of Drinking Water?

Response Options	Total Responses	Percent of Responses
Outstanding quality	198	18
Above average	473	44
Average	284	26
Below average	35	3
Poor quality	12	2
Not sure	71	7
Total Number of Responses	1073	100

- The results for this question mirror those of the previous, with approximately 88% of respondents rating the quality of staff assistance “average” or better. Fewer than 5% issued a “below average” rating.

QUESTION #6: PROMPTNESS OF RESPONSE (PROFESSIONAL GROWTH SERVICES STAFF @ WETRC)

Overall, how would you rate the promptness of responses to your inquiries and/or requests by the Professional Growth Services staff at the Washington Environmental Training Center (WETRC)?

Response Options	Total Responses	Percent of Responses
Extremely prompt	169	16
Above average	423	39
Average	310	29
Below average	53	5
Not prompt at all	11	1
Not sure	107	10
Total Number of Responses	1073	100

- About 84% of respondents rate the promptness of WETRC professional growth staff responses to their inquiries as “average” or better. Only 6% say their level of satisfaction is “below average.”

QUESTION #7: QUALITY OF ASSISTANCE (PROFESSIONAL GROWTH SERVICES STAFF @ WETRC)

Overall, how would you rate the quality of assistance provided by the Professional Growth Services staff at the Washington Environmental Training Center (WETRC)?

Response Options	Total Responses	Percent of Responses
Outstanding quality	180	17
Above average	443	41
Average	291	27
Below average	49	5
Poor quality	17	2
Not sure	93	8
Total Number of Responses	1073	100

- Again, the findings for this question are nearly exactly the same as the previous one, with some 85% of respondents rating the quality of WETRC professional growth staff assistance as “average” or better.

QUESTION #8A: APPROVAL AND EXAMINATION PROCEDURE

** The following questions (Questions #8A- #8E) were included in the survey as a means of informing certified operators about various Certification Program Requirements.*

Please help us gauge the effectiveness of our outreach efforts by filling-in the appropriate bubble (yes / no) for the questions below. Be sure to answer all items A through E:

Did you know that you must request the Approval and Examination Procedure from WETRC before enrolling in any distance education training?

Response Options	Total Responses	Percent of Responses
Yes	447	42
No	626	58
Total Number of Responses	1073	100

- Over half (58%) of respondents were not aware they were required to request the Approval and Examination Procedure from WETRC.

QUESTION #8B: TRAINING PRE-APPROVAL

Did you know all distance education training must be pre-approved through WETRC?

Response Options	Total Responses	Percent of Responses
Yes	503	47
No	570	53
Total Number of Responses	1073	100

- Again, fewer than half (47%) of respondents were aware all distance education training must be pre-approved through WETRC.

QUESTION #8C: TRAINING SPONSOR CEU CONFIRMATION

Did you know you should ask the training sponsor to confirm whether or not the training has been approved for Continuing Education Units (CEU) by WETRC?

Response Options	Total Responses	Percent of Responses
Yes	643	60
No	430	40
Total Number of Responses	1073	100

- About 3 out of 5 respondents (60%) are aware the training sponsor needs to confirm whether or not training has been approved for CEU credit by WETRC.

QUESTION #8D: INCLUDING CERTIFICATION NUMBER ON TRAINING ROSTERS

Did you know that you, as a certified operator, are responsible for including your certification number (the number issued on your wallet card) on all rosters for training courses you attend?

Response Options	Total Responses	Percent of Responses
Yes	981	91
No	92	9
Total Number of Responses	1073	100

- Respondents are almost universally aware they must include their certification number on all rosters for training courses they attend (more than 9 out of 10).

QUESTION #8E: NOTIFICATION OF CHANGE IN MAILING ADDRESS

Did you know you need to notify the Operator Certification Program in writing of changes to your home mailing address?

Response Options	Total Responses	Percent of Responses
Yes	735	68
No	338	32
Total Number of Responses	1073	100

- Fewer than one-third of respondents did not know they must notify the Operator Certification Program in writing of changes to their home mailing address.

QUESTION #9: ADDITIONAL COMMENTS

A summary of responder comments is provided in Section IV.

QUESTION #10: EASE OF SURVEY COMPLETION

How easy was this survey to complete?

Response Options	Total Responses	Percent of Responses
Very easy	599	56
Above average	204	19
Average	248	23
Below average	7	1
Not easy at all	1	NA
Not sure	11	1
Total Number of Responses	1070	100
Not Responding	3	NA

- Approximately 98% of survey respondents said ease of survey completion was “average” or better. Over half rated the survey “very easy” to complete.

IV. SUMMARY OF RESPONDER COMMENTS TO SURVEY QUESTIONS

At the conclusion of the Certified Water Works Operator Survey, respondents were given an opportunity to make additional comments or ask program-specific questions. For the most part, those comments and questions addressed topics outside the scope of the survey. Operator Certification Program staff have reviewed responder comments and are responding to individual questions and comments as feasible. However, a few common “survey question-related” comments, or themes, included:

- Many respondents characterize their experiences interacting with Operator Certification Program and WETRC staff as positive. These comments are supported by the high ratings given to staff in the areas of “promptness of responses to inquiries” and “quality of assistance provided.”
- Many respondents suggest the ODW web site and *Water Tap* Newsletter provide important, convenient information sources.
- In general, respondents indicate a high level of satisfaction with Operator Certification Program and WETRC staff communications efforts. Multiple suggestions were received encouraging staff to “keep up the good work” and to “keep the level of communications ramped-up.”

APPENDIX

1) CERTIFIED WATER WORKS OPERATOR SURVEY COVER LETTER

2) CERTIFIED WATER WORKS OPERATOR SURVEY



STATE OF WASHINGTON
DEPARTMENT OF HEALTH
OFFICE OF DRINKING WATER

New Market Industrial Campus, Bldg. 3 • PO Box 47822 • Olympia, Washington 98504-7822

TEL: (360) 236-3100 * FAX: (360) 236-2252 * TDD RELAY SERVICE: 1-800-833-6388

Survey Enclosed!

April, 2004

Dear Certified Water Works Operator,

The Washington State Department of Health, Office of Drinking Water is dedicated to providing top-rate service to our Operator Certification Program customers. To that end, we are asking our certified operators to complete the enclosed Customer Satisfaction Survey.

We estimate it will take you less than 5 minutes to complete the survey. Your responses will help us understand how you rate our services now, and how we might better serve you in the future. A separate survey was mailed to water system owners this past winter. Results from both surveys will be published in an upcoming edition of the *Water Tap* newsletter.

You have the following two options for completing the survey:

OPTION A: COMPLETE THE SURVEY ON-LINE (*PREFERRED OPTION*)*

If you have web access, simply open your browser and type in:

www.doh.wa.gov/ehp/dw/opsurvey.htm

*** We strongly encourage you to complete the on-line version to save time and money.**

- OR -

OPTION B: COMPLETE AND RETURN THE ENCLOSED PAPER SURVEY

Separate the survey from this cover sheet, complete, and return using enclosed pre-addressed, postage-paid envelope.

**Surveys must be completed / mailed no later than:
April 30, 2004!**

The Office of Drinking Water thanks you in advance for taking time to provide your feedback.

Sincerely,

Office of Drinking Water Staff

**WASHINGTON STATE DEPARTMENT OF HEALTH
OFFICE OF DRINKING WATER, OPERATOR CERTIFICATION PROGRAM
CERTIFIED WATER WORKS OPERATOR CUSTOMER SATISFACTION SURVEY**

The survey questions below are intended to help the Office of Drinking Water understand how Certified Operators rate our customer service now, and how we might better serve you in the future.

This survey is also available on the web at (www.doh.wa.gov/ehp/dw/opsurvey.htm).

If you have internet access, we strongly encourage you to complete the on-line survey to save time and money.

Please complete the on-line survey, or return completed mail survey to the Office of Drinking Water **NO LATER THAN APRIL 30, 2004**. Please return mail survey using the enclosed pre-addressed, postage-paid envelope. Thank you for your time and valuable feedback!

↓ **SURVEY BEGINS HERE** ↓

1. How long have you been certified in the Washington Water Works Operator Certification Program?

☐ Less Than 1 Year

☐ 1-3 Years

☐ More Than 3 Years

2. How would you rate your understanding of the following Operator Certification Program components? Please score all items below, A through F, by filling-in one (1) bubble for each item.

	SCORING: 5 = <u>COMPLETELY UNDERSTAND</u> 1 = <u>DO NOT UNDERSTAND AT ALL</u>					
	5	4	3	2	1	Not Sure
A. Exam application process and deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Renewal process and deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Who to contact with Certification Program questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Relevancy requirements for operator training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Professional Growth reporting deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Who to contact with Professional Growth questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please rate your level of satisfaction with the following Operator Certification Program communications and information sources. Please score all items A – H.

	SCORING: 5 = <u>MOST SATISFIED</u> 1 = <u>LEAST SATISFIED</u>					
	5	4	3	2	1	Not Sure
A. Exam application and instructions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Certification Program guidelines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Certification renewal notice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Toll-free telephone line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Operator Certification web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Professional Growth completion notification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. Professional Growth reminder notification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H. Water Tap newsletter articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DON'T FORGET TO COMPLETE THE OTHER SIDE!

4. Overall, how would you rate the promptness of responses to your inquiries and / or requests by Operator Certification Program staff at the Office of Drinking Water?

☐ Extremely Prompt ☐ Above Average ☐ Average ☐ Below Average ☐ Not Prompt At All ☐ Not Sure

5. Overall, how would you rate the quality of assistance provided by the Operator Certification Program staff at the Office of Drinking Water?

☐ Highest Quality ☐ Above Average ☐ Average ☐ Below Average ☐ Low Quality ☐ Not Sure

6. Overall, how would you rate the promptness of responses to your inquiries and / or requests by the Professional Growth Services staff at the Washington Environmental Training Center (WETRC)?

☐ Extremely Prompt ☐ Above Average ☐ Average ☐ Below Average ☐ Not Prompt At All ☐ Not Sure

7. Overall, how would you rate the quality of assistance provided by the Professional Growth Services staff at the Washington Environmental Training Center (WETRC)?

☐ Highest Quality ☐ Above Average ☐ Average ☐ Below Average ☐ Low Quality ☐ Not Sure

8. Please help us gauge the effectiveness of our outreach efforts by filling-in the appropriate bubble (yes / no) for the questions below. Be sure to answer all items A through E:

	Yes	No
A. Did you know that you <u>must request</u> the Approval and Examination Procedure from WETRC before enrolling in any distance education training?	<input type="radio"/>	<input type="radio"/>
B. Did you know all distance education training must be pre-approved through WETRC?	<input type="radio"/>	<input type="radio"/>
C. Did you know you should ask the training sponsor to confirm whether or not the training has been approved for Continuing Education Units (CEU) by WETRC?	<input type="radio"/>	<input type="radio"/>
D. Did you know you, as a certified operator, you are responsible for including your certification number (the number issued on your wallet card) on all rosters for training courses you attend?	<input type="radio"/>	<input type="radio"/>
E. Did you know you need to notify the Operator Certification Program <u>in writing</u> of changes to your <u>home</u> mailing address?	<input type="radio"/>	<input type="radio"/>

9. If you have any comments regarding questions on this survey, or suggestions as to how we can better serve you in the future, please submit them in the space provided below*:

Comments / Suggestions:

**If you have a question you would like resolved right away, please contact Operator Certification Program staff at our toll-free telephone line, 1-800-525-2536, or visit us on the web at www.doh.wa.gov/ehp/dw/our_main_pages/opcertification.htm.*

10. How easy was this survey to complete?

☐ Very Easy ☐ Above Average ☐ Average ☐ Below Average ☐ Not Easy At All ☐ Not Sure

SURVEY ENDS HERE

PLEASE MAIL YOUR COMPLETED SURVEY ON OR BEFORE APRIL 30, 2004. THANKS!